

DENTAL PRACTICES

Dental Office IT Setup Guide

Keep the schedule moving, the imaging working, and patient data where it belongs.

A dental office runs on a few critical systems: practice management software, digital imaging, phones, and payments. When one stalls, the whole day backs up. This guide covers what a well-run practice has in place, and what HIPAA expects on top of it.

How to use it: tick what you have in place today. Anything left unticked is a conversation worth having.

01 Clinical and front-desk systems

- ☐ **Practice management server or cloud instance sized and monitored**
Dentrix, Eaglesoft, Open Dental, and Curve all slow down on aging hardware.
- ☐ **Imaging (sensors, pano, CBCT) on a stable, documented network**
Imaging bridges break after updates. Know who owns the fix before it happens.
- ☐ **Separate guest Wi-Fi for patients, isolated from clinical devices**
Never one password for everything.
- ☐ **Business phones with call recording and text reminders**
Missed calls are missed appointments.
- ☐ **Uninterruptible power on the server, network, and imaging PCs**
Summer storms and brownouts corrupt databases.

02 HIPAA and security

- ☐ **Unique logins for every provider and staff member**
No shared front-desk accounts.
- ☐ **Multi-factor authentication on email and remote access**
Required by most cyber insurers.
- ☐ **Encrypted email for sending records and x-rays**
Referrals and insurance attachments leave the building every day.
- ☐ **Endpoint protection with 24/7 monitoring on every PC**
Operator PCs count.
- ☐ **PCI-compliant payment terminals, kept off the main network**
Card data has its own rules.
- ☐ **Business associate agreements with every vendor that sees patient data**
Software, billing, IT, and backup providers.

03 Backup, growth, and continuity

- ☐ **Nightly backups of the practice database and imaging, one copy off-site**
Test a restore every quarter.
- ☐ **Outage plan for the server and imaging data**
A cloud copy keeps you open when the office loses power.
- ☐ **Standard workstation build for every operator**
New chairs come online in hours, not days.
- ☐ **Onboarding and offboarding checklist for staff accounts**
Access removed the same day someone leaves.
- ☐ **Quarterly technology review with your IT partner**
Plan replacements before they fail.

Red flags we see most

- The server is under the front desk with no battery backup.
- Imaging stops working after every Windows update.
- Everyone logs in as "frontdesk".
- You do not know when backups last ran.

Where to start

Ask for a restore test of your practice database. If it takes more than a few hours or nobody knows how, that is the first thing to fix.

Want a second set of eyes?

Book a free 30-minute technical assessment. A senior engineer walks through this checklist with you and tells you what to fix first. No sales script, no obligation.

Book a technical assessment

(617) 322-5155

bostonmit.com/it-assessment